DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES



BRIAN SCHWEITZER GOVERNOR JOAN MILES DIRECTOR

STATE OF MONTANA

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PO Box 4210 HELENA, MT 59604-4210

To: Kim and Jerry Daugett

From: Chris Kleinsasser, Quality Improvement Specialist

Subject: Comprehensive Evaluation for 2007

Please find the attached review summary and findings for this year. The table shows the areas of review with any pertinent findings noted in the comment sections, followed-up with quality assurance observation sheets and appropriate appendices. I would like to thank you and the staff for their ongoing support of people with disabilities and of their community.

This review encompasses the contracted services of residential services, supported living, community supports and transportation. There are eight follow-up issues which require your attention as a result of this review with responses due by December 26, 2007. Living Life has many strengths evidenced throughout the review. Living Life started their business in December 2006. They successfully started serving base rate individuals in February 2007. They have since served two individuals from MDC.

DDP appreciates your dedication and commitment to the individuals you serve. If I can be of any assistance, please contact me anytime.

Agency: Living Life, LLC

Evaluators: Chris Kleinsasser

DESK REVIEW:	Appendix or QAOS
Accreditation:	
Acreditation is no longer required by the state contract.	
ignificant Events from the Agency:	
Living Life submitted to Developmental Disabilities what they feel have been significant events since their inception. Below is a summation of their findings: Living Life were approved to be a "qualified provider" in December of 2006. They generated policies, procedures and started serving base rate individuals in February. Living Life is proud to say they have assisted an individual in filling out an application and being approved to buy their own home. Living Life has assisted individuals in seeking out volunteer opportunities, assisting individuals in developing new friendships, engaging in activities and assisted individuals in moving into their new homes successfully.	QAOS 1
Living Life states they have been invited to sit on several work and study groups. One being, a group to capture grant money for the state to improve the services to those served with autism and a Legislative work group to submit a proposal to the Legislature on possible legislation standardizing backgroud checks for direct care workers within DPHHS. See attachment A.	
The Quality Improvement Specialist (QIS) working with Living Life has noted over the past nine months that Living Life has provided their base rate individuals with exemplary services. LL is dedicated to the individuals served and are diligent about doing everything possible to ensure the needs of the individuals served are being met. They have assisted individuals in moving, filling out necessary applications for assistance with housing, energy, SSI, volunteer work, recreational activities, budgeting, etc. Living Life has taken the time to get to know and to establish a rapport with family members and advocates of the individuals they serve. Living Life is diligent about keeping QIS abreast of what is going on in the lives of the individuals they serve. Living Life works hard to make sure that each consumers individuality is recognized and makes every effort to ensure consumers wants and needs are being met. See QAOS 1. Living Life takes staff issues very seriously and is commmended for recognizing and addressing these issues as they arise.	
Individuals have indicated to me throughout the year and at the time of the review that they are happy with the services they received from Living Life. See QAOS 2.	QAOS 2
Aside from the base rate individuals initally served by Living Life, they have ventured into serving two challenging individuals from MDC. One of the two has returned to MDC. These individuals have placed heavy demands on the provider and have been very challenging. When Living Life decided to serve the individuals from MDC, the Regional office spent an abundance of time with the provider encouraging them to look at these individuals closely to ensure they can meet their needs. It is recommended that Living Life complete behavoiral assessments, collect, analyze and prepare data to assist with the necessary tools to assist LL with developing and implementing interventions for future reference on individuals with maladaptive behaviors.	:

Agency: Living Life, LLC Evaluators: Chris

Chris Kleinsasser

DESK REVIEW:	Appendix or QAOS
Policies and Administrative (DDP) Directives	
The policies and procedures manual covers the necessary components to meet the qualified provider standards. It was noted that in the Abuse/Neglect/Exploitation policy that: "Each employee will receive a quick reference guide as to what is reportable and critical." All suspected Abuse/Neglect/Exploitation is reportable. We are mandatory reporters. See QAOS 3. Attachment B. Grievance Policy is to be reviewed every six month. LL's policy states that it will be reviewed annually. See QAOS 4. Safety reviews are being conducted quarterly and need to be conducted monthly. See QAOS 5.	QAOS 3 QAOS 4 QAOS 5
Agency Internal Communications Systems:	
Living Life communicates with their employees through emails, log books, phone and weekly staff meetings.	
LL utilizes a 24/7 on-call system. There has been an occasion where staff have been unable to get a response from on-call. Due to the intensive needs of one of the consumers currently served it is imperative that there be an alternative contact person available at all times in the event that the on-call number is not working. This is to assist in ensuring the safety of the individuals served as well as the staff on duty. Living Life is good about keeping the individuals team in the loop.	

Agency: Living Life Evaluators: Chris Kleinsasser	
DESK REVIEW:	Appendix or QAOS
Fiscal (audits, cost plans, invoices):	
Living Life is payee for GM and AL. They report expenses and income to Soc. Sec. Some other individuals financials are monitore through a bonded bookeeper. The bookeeper sends LL reports.	ed
See attached account transactions and bank reconciliations from LL and the bookeeper.	
One individual has her own payee.	
See attachment C for samples of individuals funds.	
Living Life provides Supported Living Services only and is not required to have any licensing.	

Agency:
Evaluators:

DESK REVIEW:	Appendix or QAOS
Quality Assurance Observation Sheets: (trends from past year)	OI QAOS
Living Life has received one QAOS since their inception. QAOS107 for providing good services to the base rate individuals served.	
Medication Errors: (trending from past year)	
There has been three medication errors since LL started to serve individuals in February.	
Two med errors were missed meds for GM. Melatonin. LL staff error.	
One med error was two docudose packs dated 11/17 (GM). Pharmacy error.	
Incident Management: (summary trends, steps to address trends, investigation summmaries)	
modent management. (summary trends, steps to address trends, investigation summanes)	
Living Life has been extremely responsive to Incident Management. They are an exemplary provider ensuring their trend reports are in on time, reviewed and are responsible to ensure that their IMC meetings take place and the notes are submitted whether there needs to be a meeting or not. See QAOS 6.	QAOS 6
They have had difficulties with their software and LL is diligently working with the Central Office to make it right so that the data gets to where it needs to go and reads as it should.	
There have been some difficulties with IR's that staff have written which do not have enough detailed information, or may be difficult to read. LL and QIS have discussed this and they are working with their staff regularly to help with this. LL realizes that there will probably need to be continuous training in this area.	

Agency: Living Life

Evaluators: Chris Kleinsasser

Staff Re	elated:		·							Appendiz or QAOS
Evidend	e Found of Orient	ation Training	(mark 'yes	' if present	, 'no' if no	present)				1
	staff initials	AM	SS	ВТ	DM	KK				
	yes/no	у	y/n *	у	у	У				
Note wi	nere evidence foun	d:								
Personr	el training files . Ne	w employee tra	aining record	ls. See atta	ached.					
Evidend	e Found DDCPT o	r equivalent:					-			
	staff initials	AM	SS	BT	DM	KK				
	yes/no	*CDS	*CDS	*CDS	*CDS	*CDS				
Note wi	nere evidence foun	d:	•					· · · · · · · · · · · · · · · · · · ·	<u> </u>	
Personr	nel training files . Ne	w employee tra	aining record	ls. See atta	ached.					
	ce of Criminal Back				-			•		
	staff initials	AM	ISS	ВТ	DM	IKK				
	yes/no	V	v	v	v	v				
Note wi	nere evidence foun	d: Personi	nel files.							
	nell files, staff train			olovment a	pplication					
	e of Staff Survey:	<u>g</u>	agency comp	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,						
	staff initials	AM	SS	ВТ	DМ	KK				
	yes/no	N	N	N	N	N				
Noto wi	nere evidence foun		IIN	IN	IIA	IIA				
	ed QIS their staff su		vo not dono	thom but	olon to do t	oom at tha ti	ima af thair	· oughustion		
	ents: (regarding sta					iem at the ti	ine or men	evaluations	S	
						dana but th			ta indianta thia	04007
	of SS' orientation wa				that it was	done but, the	ere is noth	ing marked	to indicate this.	QAOS 7
See QA	OS 7 and attached	aocumentation	. See atta	cnment D.						
*Living L	ife's employees ha	e six months t	o complete	College of [Direct Supp	ort . Living l	Life employ	ees are wo	rking on this trate	aining.

Agency:

Evaluato	rs:									Appendix
Staff Rela	ated:									or QAOS
Evidence	Found of Staff Train		rk 'X' if pre	esent, 'no' i	f not prese	nt)	<u>.</u>			-
	staff initials	AM	SS	BJ	DM	KK				7
	1st aid/CPR	у	y	У	у_	У				7
	Abuse Prevention	у	У	у	у	у		· •		7
	Client Rights	у	*n	. у	у	у		"		QAOS 7
	Incident Reporting	у	*n	у	У	У				1
	Confidentiality	у	у	у	У	У		·		₹
	IP/PSP Process	у	*n	y	y	У				1
	Medication Cert	n	у	y	у	у				1
Note whe	ere evidence found:			•					<u>'</u>	
This i	information was found	d on emplo	vees orient	ation check	list					
	ning for this staff pers					npleted. See	QAOS 7.			
	,			,			_ 			
Commen	ts:				· ·· -					1
	tion was made by QIS	to the pro	vider that h	oth narties	sian off on tr	aining so th	at it is well door	ımented		
, rouggoo	don was made by and	, to alle pro	TIGOT LITAL D	our paraco	oigii oii oii u	anning 30 tin	at it is well door	intenteu.		
										1

Agency: Living Life

Evaluators:

Chris Kleinsasser

D Chookii	ist: check if evidenced	Note Site 7 SL	e Reviewe		000	01	01	0.1	Appendix
onsumer		ISL	SL	SL	CSP	SL	SL	SL	or QAOS
onsumer	Consumer/Family Survey	n	v	 	-				
O ±	PSP/IP Doc Avail to all Staff	v	v	n	n .	<u> </u>	<u>y</u>	n	
400	IPP/Actions Implemented	*new	V V	у	<u></u> y	<u> </u>	У	У	
	Data for IPP/Actions		7	<u> y</u>	<u>y</u>	- y	у	<u> </u>	
	The state of the s	*new	у	<u> </u>	у	- y	У	у	
3	Data Internally Monitored	*new	у	 У	у	у	у	у	
	Self Medication Objective	*new	n	<u> </u>	n	<u>n</u>	У	<u>y</u>	
4	Consumer informed of grievance			- 1		-	1		
<u> </u>	procedure	у	у	у	У	У	у	У	
nsite	SL consumer choice of SL staff	У	У	у	У	у	у	у	
-	Rights Restrictions	n	n	n	n	n	n	n	
_	PSP/IP Checklist								
C M	PSP/IP Annually?	*new	у	у	У	у	У	V	
	Individual Needs Addressed?	*new	у	y	У	y	v	v	
Tí	Assessment Based?	у	У	ĺv	ý	v	v	v	
$ar{\mathbf{N}}_{\mathbb{I}}$	Quartery Reports?	*new	ý	ľv	v	V	v	v	· ·
N P U	Incident Reports Addressed?	У	У	ľv	v	V	v	v –	
U	Behavioral Supports Addressed?	*new	na	na	na	na	na	v	
T	Functional Analysis Needed?	*new	na	na	na	na	na	v	
.36%	Free from Aversive Procedures?		na	na	na	na	na	lv l	
Some of Provide Living Lif nonths. was at	the individuals have not been given is collecting data through observe fe is reviewing the grievance process. MDC at the time of the review but	en surveys ation and a dure with , not officia	because assessme individuals ally exited	nts to detern s only once from the LL	mine 's nee per year. Th program.	ds. New to ne ARM rec	quires it be I	·	
	fe is thorough and keeps good rec and documentation, etc. See attac		e consum	ers served t	nrough data	collection,	quarterlies	log notes, PSP	QAOS 8

Make note of site reviewed Residential Site Checklist: check if evidenced or mark data as appropriate									
ite Nam		GM's	SH	AL	КО	IGG CSP	TCL	or QAOS	
	Bathing procedures posted	NA	na	na	na	na	na		
Health	Clean/Sanitary Environment	У	У	У	v	v	v		
e	Egress	у	V V	n	lv –	v	lv l		
a	Hot Water Temps	ΝA	na	na	na	na	ina		
1	Emergency Assistance	у	Ту	У	V	v	V		
- ₹	Fire Extinguishers/smoke Detectors	у	y/y	n/y	n/y	home	home		
r i	1st Aid/CPR Supplies Accessible/Available	y	y y	у	y y	home	home		
100,000	PRN Medications	у	na	na	na	na	na		
86	Medication Procedures	у	na	na	na	na	na		
Safety	Medication Locked Storage	n	na	na	na	na	na	-	
7	Medication Administration Records	у	na	na	na	na	na		
	Staff Ratios or ICP staffing	у	У	У	ly	y	v		
7	Awake Overnight Staff	у	na	na	na	home	home		
T.	Adequate Supplies	у	y y	У	ly	home	home		
1	Storage of Supplies	па	у	У	y	home	home		
5-2-0.1	Free from aversive procedures?	у	у	у	У	у	у		
Th.	Weekly integrated activities	у	У	У	V	y	lv i		
	House or Site Rules	na	na	na	na	na	na		
4	Opp for choice, self determination	У	У	У	V	У	lv l		
•	Meal Prep, Mealtime	У	У	na	na	ý	na		
	Engagement in Daily Life	y	y	У	v	ý	v		
	Participation in Daily Living Skills	у	y y	na	y y	y	ly l		
y /	Daily Leisure Opportunities	у	ју У	у	ĺу	y	ly l		
J j	Staff Trained in Individual Specifics	у	y	У	У	у	ý		
need as: GG and	nts: edications were not locked up. I asked LL to local sistance and supervision. See QAOS 9. CL and CL live in their family homes with their parents addividuals have smoke detectors but no fire exti	d GG live	at home w	ith their fam	ilies.	·		QAOS 9	

Docidonti	al Cita Ch	ecklist: check if evidenced	7							Appendix
Site Name	ai Site Cii	ecklist: check if evidenced			1	1		-	<u> </u>	or QAOS
Oile Hairie	Driver Or	ientation Program	V	<u> </u>				 		-
Site Name T P M M M M M M M M M M M M		air tie downs	na	 -			-	 	+	1
170	Wheelch		na	 						1
Ŝ.	Driver's L		v	-			<u> </u>		-	1
n		cy Supplies	n						<u> </u>	1
S	Fire Extir		n							1
Ď		tation Log	У	<u> </u>		_				1
	Schedule	ed Maintenance Program	у					<u> </u>		1
	Training-	-Staff Doing Maintenance Checks	у							1
F	Procedur	es for Timely Repairs	у							1
T,	MDT insp	pection on file (MDT vehicles only)	na						1	1
	Commen	its:			-					1
i	The to	g Life did not have a fire extinguisher ransportation policy is extensive. The	nere is no					cate that sta	aff have	QAOS 10
in and the second		trained on this policy. See QAOS 1 Life plans to add transportation to		itation polic	y check list.					QAOS 11
Co <u>m</u> ment	s:									

Agency: Living Life

Evaluators: Chris Kleinsasser

	rvey: check if 'met', 0 if 'unmet'								Appendit or QAOS	
aff Initi		KK	AM	DK	DM	SS				
	Allegations are reported to? (APS)	met	met						1	
100	Do you notify Supervisor first? (NO)	met		met	met	met			\neg	
ŭ	Steps to take if abuse is discovered?		met	met	met	met			1.1	
Abuse	Comments:									
(2f)	Suspect theft of gloves, steps to take?	met	met		0	met			_	
3.	IP/PSP requests Doctors appt	met	met	met	met					
	No jacket, -25 consumer wants to leave			-	met	met	-			
8	Review Rts Restriction									
Fights L	describe consumer behaviors	met	met		Olmot	mot	<u> </u>	Ţ	040540	
b	staff response to behaviors by plan				0 met	met			QAOS 12	
M	list proactive or environmental strategies Comments:	met	met		0 met	met				
P Orientation	Living Life will need to do additional traini former employee wants info what is consumer information?	met	ff in this are	met	OS 12.	met				
3	training to meet health and safety needs?	-	0	met	IIICE	met		20	QAOS 12	
ē	emergency evacuation procedures?		met	met	met	inet			1000 12	
9	Comments:	<u> </u>	1		IIIOC				1	

Staff Su	rvey: check if 'met', 0 if 'unmet' with notat	ion of inco	orrect answ	er				Appendix or QAOS			
Staff Initi		KK	AM	DK	DM	Iss		OI WAGO			
	describe procedure to assist with meds		0	0		1.5		QAOS 12			
æ	if med is unavailable?	met			0 met	met					
d	if gave wrong med?						-	\neg			
2	if moving to a new place or gets new med?	, <u> </u>						\neg			
Ä	requirement to assist with meds?			met	met						
	describe PRN or OTC is to be given		met								
7	what constitutes a med error?					met					
	Comments:										
Hed-cations	Living Life needs to do additional staff tra	aining in thi	is area. See	QAOS 12.							
H											
S			100								
	steps to avoid power struggles	met	met			met	<u> </u>				
	how to respond to someone who is upset			met	met			QAOS 12			
\mathcal{U}_{I}	what is you start to lose control?	met	met		0 met	met		=			
	Comments:										
200000000000000000000000000000000000000											
emaner with	Living Life needs to do additional staff tra	aining in this	s area. See	QAOS 12.				<u> </u>			
F 1											
C											
1	when do you fill out an incident report?	met		0 met	met	met		-			
STORY TOOMS	notifications for ER?			met				QAOS 12			
1	consumer to consumer incidents					met					
35	who writes the IR?	met	met		met						
Ŧ	Comments:										
700	Living Life needs to do additional staff tra	aining in thi	s area. See	QAOS 12.							
8		·									
3								-			
1								1			

Staff Survey: check if 'met', 0 if 'unmet' with notation of incorrect answer								or QAOS
Staff Initials		KK	AM	DK	DM	TSS T		<u> </u>
	consumer destroying things	met	met	met	met			QAOS 12
	staff pinches consumer back		0 met		0 met	met		
di larvani	how do you know a support plan is needed?							
DOLLON-OFA	Comments: Living Life will need to do additional staff t	raining in	this area. S	ee QAOS 1	2.			
T -	what is IP/PSP based on?	met	met	met		met	<u> </u>	
7.0	you have an idea for an objective		met		met	met		
D)	why do assessments?	met		met	met			
	How do you find out what someone would like to do?							
P S S Commen	Comments:							
Commen								
		10						
						Œ		
l								

Agency: Evaluators:

,	Does	Who	Rides	Can)	Do st		Do pe	į. s	eprie v	2	Can)	Does	Som	Are y	Do yo	ls any	Doyc	Consumer intials	Consumer Ques	
Does s/he help you get what you need?	Does s/he talk to you about waiver service y	Who is your Case Manager?		Can you get rides to places you need to go?	Do staff ever take things from you?	knocking/permission?	Do people come into your house/room w/o r	Can you get your own food/drink?	from Case Manager?	from staff?	Can you get help when you need it?	Does anyone talk to you about this?	Someone hits/hurts you, who can you tell?)	Are you ever afraid of anyone?	Do you like where you live/work?	Is anyone mean to you at home/work?	Do you have nice staff at home/work?		Consumer Questionnaire (used by QIS). Check if evidenced.	
′		LJ	nas car		ר		1	/	_	/	/	not really	/	not really	/	/	/		l	
n	n	K & J	У	У					у	У	У	y	у		У	n	У		Bolded q	
Y	think so	CL					n	У				y school	y state	n	У				0 Bolded questions are manda	
y	У	VL	У	y	n		n	у	У	У	У	school	Kim Jerry	n	У	n	y		re mandato	
Lindy	У	see below		ly	ny		ח	У			У	parents	parents	h		n	У		itory	
У	У	Lindy	has car	has car	ח			У				no	cops	drunks	n		У		200	
	_																		or QAOS	Appendix

Individuals often have difficulty understanding the mandatory question about understanding waiver services. KO likes living in Great Falls but would like to live in the country. Individuals interviewed are overall happy with their services. AL said he gets lonely and I let him know I would talk to Kim about this.

They said they thought Lindy was helpful when she was their CM. GG thought his CM was Nicole. She is no longer with HI. I told family I would look into it and have someone get in touch with them.

	er Questionnaire (used by QIS). Check if evidenced. 0	Dolada quodilol	io are mandatory		1	or QAOS
<u>suriie</u>						4
1	Who helps this person and how?					4
à	Are there some staff/peers they like better?					4
AT .	Staff/peers they don't like? Why?				_	4
į	Current needs not being met?					1
	Health and Safety related?					4
Ų,	Who do you talk to about these concerns?					1
	Does the person have input to his/her life?					
1	If you have concerns, who do you talk to?					
j	are they resolved?					
E.	What are this persons wishes/dreams?					
	is the plan moving that direction?]
ì	what would make things better?					7
	does this person ever seem afraid?					1
17 1	are you afraid for them?					1
	Does this person know how or where to					1
	report abuse?					
	who provided that training?					1
	Who will the individual call or report to?					1
Ŧ	who provided that info?					1
2f	Does the person have transportation to all					1
	services and places s/he would like to go?			~		1
	who is the person's case manager?	·				1
	Does CM help the person access services?					1
g.	Does the CM explain waiver services?					1
	Does the person understand this info?					1
1						1
men	its:		<u> </u>	1	1	1
		homooluoo				
iom	n was not necessary. Consumers were able to respond for t	nemseives.				